

August 19, 2016

**IMPORTANT INFORMATION REGARDING YOUR  
CENTURYLINK VOICEMAIL SERVICE**

**PLEASE NOTE THE IMPACT OF THIS SERVICE ENHANCEMENT**

Name  
Address  
City, State, Zip

Dear CenturyLink Customer,

As part of our commitment to provide reliable, state-of-the-art service, CenturyLink will be performing an upgrade to its Voice Mail system overnight **on Wednesday, September 21, 2016 and will be completed by 6:00 AM**. This change will affect your service in the following ways:

**Existing Voice Mail service:**

- Your existing Voice Mail service will be non operational from just after midnight until 6:00 AM on Wednesday, September 21.
- Following conversion, the messages in your old Voice Mailbox (those which you received prior to Wednesday, September 21) will not transfer to your new Voice Mail, but they will be available for 30 days.

***Please be sure to call (See below) to access old messages. After 30 days, those messages will be automatically deleted.***

**New Voice Mail service:**

- In order to receive new messages, you will need to activate your new Voice Mail service on or after August 19.
- Your current greetings will not transfer to your new Voice Mail service; therefore, you will also need to re-establish your greetings when you activate your new Voice Mail service.
- *Once established, the new greetings will remain after the September 21 conversion.*

**You may set up your new Voice Mail service using the following steps:**

**Step 1:** From the phone number on which you are establishing Voice Mail service, dial the following access number: **1-877-863-7724**.

**Step 2:** Follow the prompts to create your new Personal Identification Number (PIN).

- PIN must have 4 to 10 digits and should not begin with the number "0".
- You are only allowed one PIN. If the Voice Mail service is used by more than one person, agree on a PIN before you set it up.
- For ease of transition, you may use your current Voice Mail password.

**Step 3:** Follow the prompts to name the mailbox and to record your personal greetings.

**Step 4:** Set up extensions for Family or Group Voice Mail. See link for user guides below.

For help setting up your Voice Mail service, please contact:

- **CenturyLink Repair - Business:** 1-800-786-6272
- **Residential:** 1-800-788-3600

**User Guides:** [www.centurylink.com](http://www.centurylink.com)

- **Business:** Click Home, then Support, under Calling Features click Setting up your voicemail
- **Residential:** Click Home, then Support, under Calling Features click Setting up your voicemail

For all other inquiries, please contact **CenturyLink Customer Care:**

- **Business:** 1-800-201-4102
- **Residential:** 1-800-201-4099

We are excited to provide you with this enhanced Voice Mail service. Thank you for choosing CenturyLink for your communication needs—we value you as our customer.

Letter Versions with 30 Day Numbers and Exchanges included:

Frederic	715 327-4104	Lewis, Webster
Chetek	715 924-0014	
Cumberland	715 822-2155	
Danbury	715 656-3109	Dairyland, Webb Lake (Cloverton MN, West Danbury MN)
Hammond	715 796-2712	
Lake Nebagamon	715 374-2028	Poplar
Minong	715 466-2114	
Solon Springs	715 378-2088	Bennett, Gordon
Spooner	715 635-0013	
Superior	715 394-0280	
Turtle Lake	715 986-2109	